Project Managers' Advisory Group

MINUTES
December 17, 2007

Attending:

Bob Giannuzzi	EPMO
Alisa Cutler	EPMO
Linda Lowe	EPMO
Jim Tulenko	EPMO
Charles Richards	EPMO
John McShane	EPMO
Jesus Lopez	EPMO
Charles Fraley	DHHS
Joe Cimbala	DHHS DMH/DD/SAS
Lynne Beck	DHHS DMH/DD/SAS
Deanna Perry	DHHS
Jim Rhew	DPI
David Butts	WRC
Carla Thorpe	DOT
Cheryl Ritter	DOT
Emily McGill	DOL
Vicky Kumar	OSC
Chris Cline	NCCCS
Larry Schwartz	ITS
Patsy Thames	ITS
Tina Certo	ITS
Carolyn Whitlock	ITS

Bob Giannuzzi welcomed everyone to the meeting. **Jim Rhew** of DPI was introduced as a first time participant. There were no new PMPs to recognize this month.

Bob called for approval of the November minutes. Minutes were approved.

Larry Schwartz of ITS Computing Services gave a presentation on *ITS Service Provisioning*. With process improvement, accountability, and PM practices over the past year, ITS has made great strides in on time delivery of servers. Larry's presentation files will be distributed with these minutes.

NCPMI news was covered next. **John McShane** reported that the next Public Sector LIG to be held on February 7 will feature a presentation on *Quality Assurance on Large Government Projects.* The next general membership meeting is slated for January 17 and will feature a talk on *Using Measured Data for Estimation and Process Improvement.*

Bob Giannuzzi called for updates from the Task Groups.
- *PM Tools* **Jim Tulenko** reported that an overview of scheduling and portfolio management tool assessments to date will be presented to the SCIO in early January. A proof of concept project will likely be proposed.
- *Methodology* **Alisa Cutler** reported that work on checklists for Gate 1 and 2 approvals is wrapping up and the group is seeking a pilot project. She added that

there's an open slot on the team and invited attends to consider joining. They meet Monday mornings 9:00 – 10:00, and participation can be by phone.

Bob passed out the following information on upcoming teleconferences of interest to the PM Advisory Group.   He advised that the State may have dropped an Executive Council subscription or two, for which case all these sessions may not be available to our enterprise.

Organization/website	Contacts	Upcoming Calls
NASCIO http://www.nascio.org/committees/projectmanagement/	Stephanie Jamison 859/514-9148 sjamison@AMRms.com Access 888/272-7337 conference ID 6916986	January 8 (3:00) **IT Succession Management: California's Plan**
PMO Executive Council http://www.pmo.executiveboard.com/	Register at website	January 16 (12:00) **Insulating Project Resources from Demand Volatility**
CIO Executive Council http://www.cio.executiveboard.com/	Register at website	January 15 (10:00) **Developing Next Generation IT Workforce** January 23 (12:00) **Lightweight Portfolio Stewardship**
Application Executive Council http://www.aec.executiveboard.com/	Register at website	January 16 (6:00 PM) **Enhancing Business Engagement Skills**
Infrastructure Executive Council http://www.iec.executiveboard.com/	Register at website	January 23 (10:00) **Key Trends in Enterprise Architecture**
Information Risk Executive Council http://www.irec.executiveboard.com/	Register at website	December 20 (11:00) **Key Developments in Information Risk**
Enterprise Architecture Executive Council http://www.eaec.executiveboard.com/	Register at website	December 19 (12:00) **Delivering Returns on Enterprise SOA: Governance Excellence for Business Alignment and Agility** January 24 (12:00) **Fostering a Culture of Innovation**

Jesus Lopez informed that the EPMO is still looking to make improvements in form and value of the EPMO website (http://www.epmo.scio.nc.gov).   He planned to send a brief survey (included here) and would share results to date at the January meeting:

Dear PMAG Members,

As noted during our December PMAG meeting the EPMO is initiating an effort to improve the quality and usability of our web page (http://www.epmo.scio.nc.gov/). The EPMO will be taking a phased approach with our initial focus being on content, followed by usability and finally, presentation. As part of our content improvement effort we wish to engage our client community for some informal feedback. Your participation is key in assuring that we are meeting your needs.

Rather than making this an arduous and burdensome process we will keep the questions simple and brief. If you wish to participate simply go to the web site and review the existing content at a high level and answer the following 3 questions:

1) Which 5 areas were the most useful?
2) Which 5 areas were the least useful?
3) What information/templates should we add in the short term that would be of greatest benefit to you?

Please send your responses jesus.lopez@its.nc.gov. by Wednesday, January 16th?

Training was the next topic of discussion.
- **Cheryl Ritter** provided favorable feedback on Mercury training provided by ITS to 8 participants over 4 agencies. DOT would like more training on Load Runner.
- **John McShane** reported that the January session on Requirements may have 2 of the 24 seats still available. Another session will likely be scheduled.
- To date, only DPI expressed an interest in bringing in BA training (DHHS later came in with about 30 candidates). This will likely be held in the May/June timeframe.
- No feedback was offered on RFP training, however, **Cheryl** would like follow up on state specific RFP requirements and reminded the group of Patti Bowers' commitment to hold Lunch and Learn sessions. **Alisa Cutler** will provide Cheryl's request to Patti.
- **Cheryl** pointed out that the PS LIG is a good vehicle for government specific topics.
- It was pointed out that PDUs could be earned for ITIL training.
- **Bob Giannuzzi** asked the group if their agencies had training plans and budget for training. **Jim Rhew** responded that DPI does and has an approval process.

Jim Tulenko reported on PPM tool activity. The next New User training will be held in January.   His team will be addressing improvement in the documentation and training process. He also reminded the group that the IT Expansion Budget process is coming up.

Bob mentioned that there were 5 project closeouts this month – newly available Lessons Learned were handed out and attached.

Meeting adjourned at 4:40.

NEXT MEETING - Monday, January 14, 2008 (January 21 is a holiday)

Lessons Learned Documentation

Exhibit A

DHHS Division of Facility Services – Complaint Intake System

1. **LESSONS LEARNED** - What were the **positive** lessons learned (project strengths) from this effort?

   - Once installed, the system provided immediate relief to call taking staff, after a few hardware malfunctions were corrected.

2. **LESSONS LEARNED** - What **opportunities for improvements** (project weaknesses) were learned with this project?

   - This project had a hard dependency on building remodeling projects which got delayed due to circumstances out of DHHS control.

Exhibit B

DHHS Cancer Registry Hosting Service

1. **LESSONS LEARNED** - What were the **positive** lessons learned (project strengths) from this effort?

Given the extremely short timeline to complete the implementation phase of this project, the work could not have been completed in a more timely manner.

2. **LESSONS LEARNED** - What **opportunities for improvements** (project weaknesses) were learned with this project?

None

Exhibit C

DHHS DPH Women Children and Infant (WIC) MICR Printer Replacement

1. **LESSONS LEARNED** - What were the **positive** lessons learned (project strengths) from this effort?
The equipment was drop shipped to each of the 86 local agencies with install instructions. Went as planned with high degree of satisfaction.

2. **LESSONS LEARNED** - What **opportunities for improvements** (project weaknesses) were learned with this project?

The business agency realized no value add from use of the PPM tool for this type of project.

Exhibit D

DHHS NCDPH Women's and Children's Health Project (WCH)

1. **LESSONS LEARNED** - What were the **positive** lessons learned (project strengths) from this effort?

Iterative meetings with the users to refine requirements benefited the outcome.

2. **LESSONS LEARNED** - What **opportunities for improvements** (project weaknesses) were learned with this project?

Iterative prototype review sessions of the product based on the detail design should have been held frequently in the development cycle. This would have reduced some corrective action cycles.

Exhibit E

DHHS DMH DWI Certification

1. **LESSONS LEARNED** - What were the **positive** lessons learned (project strengths) from this effort?

If I/T can understand the users business processes – what they are doing and why they do it that way – I/T can provide suggested process automation for the user's approval. I/T must understand who their user is serving and what they are actually doing to accomplish their objectives. Everybody who is affected by the system must get some benefit (or at least no detriment) from it. This will result in all users realizing savings and therefore satisfaction.

2. **LESSONS LEARNED** - What **opportunities for improvements** (project weaknesses) were learned with this project?

Don't assume that your business owner is keeping the sponsor informed. Keep meeting with and copying the sponsor on everything, even if it seems a waste of their time. The sponsor will let you know if they do not want that level of information.